Sr. Spec. DDIT OPS ITOT – Service Operational Manager

Job ID
REQ-10064625

3   03, 2026

India

The Service Operational Manager ensures the stability, quality, and continual improvement of IT services supporting manufacturing and enterprise platforms. This role is responsible for end-to-end service management, operational governance, and continual service improvement, working closely with IT Business Analysts and IT Delivery Leads to ensure seamless deployments, operational readiness, and business continuity across all environments.

About the Role

Major accountabilities:

- Own and drive service management operations, ensuring operational stability and quality of IT services.
- Govern and improve ITIL processes (Incident, Change, Problem, Knowledge, Service Request, Release, Transition, etc.) across manufacturing and enterprise systems.

- Collaborate with IT Business Analysts to ensure functional readiness, test planning, and smooth rollouts.
- Partner with IT Delivery Leads to align change/release management and CI/CD strategies with operational requirements.
- Lead continual service improvement initiatives, using KPIs and metrics to drive operational excellence.
- Ensure compliance with security, quality, and audit requirements.
- Manage supplier/service provider performance and ensure adherence to SLAs and OLAs.
- Act as escalation point for operational issues, driving root cause analysis and preventive actions.
- Support onboarding of new sites and integration of new systems, ensuring operational readiness and business continuity.
- Facilitate communication and coordination across IT, OT, and business teams.

Key performance indicators:

- Stable, compliant, secure, and cost-effective operations (measured by customer satisfaction, user adoption, availability, performance, capacity metrics).
- No major business disruptions; rapid responsiveness and recovery from incidents.
- Operational targets (SLAs, KPIs) are met or exceeded.
- Continuous improvement in service quality, measured by reduction in incidents, defects, and audit findings.
- Effective collaboration and alignment with IT Business Analysts and IT Delivery Leads.
- Successful onboarding and operational readiness of new sites and systems.
- Positive feedback from business stakeholders and end users.

Education:

Bachelor's degree in Computer Science, Information Technology, Engineering, or a related field.

Experience:

- Proven experience in IT service management, operations, or support, preferably in a manufacturing or regulated, preferably pharma GxP environment.
- Experience with ITIL processes and continual service improvement.
- Experience working with cross-functional teams (IT, OT, business, vendors).
- Track record of successful collaboration with business analysts and delivery leads.
- Experience in supplier/service provider management and performance monitoring.
- Exposure to manufacturing IT/OT integration and multi-site rollouts is highly desirable.

Competencies:

- Applied Business Insights
- Stakeholder Engagement
- Project Excellence
- Interpersonal Savvy
- Organizational Savvy

- Operational Excellence
- Managing Change
- Quality Focus

Technical / Functional Skills & Knowledge

- Deep knowledge of ITIL processes (Incident, Change, Problem, Knowledge, Service Request, Release, Transition, etc.).
- Service performance management and reporting.
- Root cause analysis and continual improvement methodologies (e.g., 5Why's, Fishbone, Six Sigma).
- Supplier and SLA management
- Understanding of manufacturing IT/OT systems and integration points.
- Familiarity with CI/CD, release management, and test planning
- Strong communication, documentation, and coordination skills.
- Ability to work in a matrix environment and lead cross-functional initiatives.
- Readiness to support site onboarding and operational transitions.

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Operations

Business Unit
Information Technology

India

Hyderabad (Office)

Company / Legal Entity
IN10 (FCRS = IN010) Novartis Healthcare Private Limited

Functional Area
Information Technology

Job Type
Full time

Employment Type
Regular

Shift Work
No

function adjustKalturaPlayer() { var deviceWidth = window.innerWidth || document.documentElement.clientWidth || document.body.clientWidth; var mediaElement = document.getElementById("kalturaplayer69a6bb096e3b6932019718"); var mediaContainer = mediaElement.closest('.nc-kaltura-media'); var originalWidth = "1200px"; var originalHeight = "674px"; var originalWidthValue = parseFloat(originalWidth); var originalHeightValue = parseFloat(originalHeight); var mediaType = "video"; var isResponsive = false; //Get computed styles of the container element. var parentStyles = window.getComputedStyle(mediaContainer); var finalWidth = parseFloat(parentStyles.width); if (finalWidth   var config = { targetId: "kalturaplayer69a6bb096e3b6932019718", provider: { widgetId: "1_0m7rm1pm", partnerId: "2076321", uiConfId: "55802022" }, playback: { autoplay: false, autopause: false, allowMutedAutoPlay: false, loop: false }, sources: { options: {}, startTime: 0 }, plugins: { download: { disable: true }, "playkit-js-transcript":{ position: "right", //Default: bottom;(' left' , ' right', ' top' , 'bottom') to enable transcript. expandMode: "over", //Default: alongside;(' alongside', ' hidden' , 'over') expandOnFirstPlay: false, showTime: true, downloadDisabled: false, printDisabled: false, disable: true } }, ui: { showCCButton: false, settings: { showQualityMenu: true, showSpeedMenu: false }, components: { fullscreen: { disableDoubleClick: false } }, uiComponents: [{ presets: ['Playback', 'Live'], area: 'BottomBarRightControls', replaceComponent: 'Fullscreen', get: KalturaPlayer.ui.components.Remove }] } }; config.plugins.preventSeek = { preventSeekForward: false, preventSeek: false }; config.plugins.floating = { disable: true }; config.plugins.navigation = { position: "right", expandMode: "over", expandOnFirstPlay: false, visible: false }; config.plugins['playkit-js-hotspots'] = { disable: true }; config.plugins['playkit-js-moderation'] = { disable: true }; config.plugins['playkit-js-info'] = { disable: true }; config.plugins.share = { disable: true }; config.ui.uiComponents = []; config.plugins.googleTagManager = {}; config.plugins.googleTagManager.customEventsTracking = {}; config.plugins.googleTagManager.containerId = 'GTM-57RJQ5';

config.plugins.googleTagManager.customEventsTracking.custom = [];
config.plugins.googleTagManager.customEventsTracking = { preset: { coreEvents: true, UIEvents: false, playlistEvents: false, castEvents: false } };

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try { var kalturaPlayer = KalturaPlayer.setup(config); //Add the player to the global array. if (typeof
kalturaPlayerVideos !== 'undefined') { kalturaPlayerVideos.push(kalturaPlayer); } else { var
kalturaPlayerVideos = []; kalturaPlayerVideos.push(kalturaPlayer); } //Load the Player for other
media. kalturaPlayer.loadMedia({entryId: "1dgfvmafo"}); setTimeout(() => {
setupAutoPause(kalturaPlayerVideos); }, 500); function setupAutoPause(players) {
players.forEach((currentPlayer) => { currentPlayer.addEventListener('play', () => {
players.forEach((otherPlayer) => { if (otherPlayer !== currentPlayer && typeof otherPlayer.pause ===
'function') { otherPlayer.pause(); } }); }); }); } } catch (e) { console.error(e.message) }
```


VIDEO

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